IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re	Application of:)	
		:	Examiner: Sharmila S. Gollamudi
Nurha	an P. Tutuncu)	
		:	Group Art Unit: 1616
Appli	cation No.: 09/825,992)	
		:	
Filed:	April 5, 2001)	
		:	
For:	CONFECTIONERY PRODUCT)	
	HAVING A SALIVATION REGION	:	
	AND AN ORAL COMFORT REGION	J)	

Commissioner for Patents P.O. Box 1450 Alexandria, VA 22313-1450

DECLARATION UNDER 37 C.F.R. § 1.132 OF DONALD L. MAYER

Sir:

DONALD L. MAYER declares and says that:

- I am employed by Mars, Incorporated as an independent consultant in the area of consumer response and customer service.
- I have received a B.S. degree from the University of Evansville and an M.B.A. degree in Information Management from Iona College.
- I have more than thirty years of experience in the management of consumer response call banks and in the analysis of consumer response data.

- I am familiar with the AQUADROPS® Hydrating Mouth Drops
 product and the consumer response data which is referenced in this Declaration.
- 5. I understand that the above-captioned application has claims that cover the AQUADROPS® Hydrating Mouth Drops product, and that all of the claims have been rejected by the U.S. Patent and Trademark Office as allegedly being obvious in view of certain prior art.
- 6. This Declaration is made in support of the non-obviousness of the present claims on the grounds that the product provided certain customers with unusual or unexpected drymouth relief, evidenced by the consumer call-in data presented herein.
- 7. In the years 2003-2007, consumer call-in data was collected pursuant to standard practice in this industry. In the period covered by this study, over 12,000 unsolicited calls were taken and logged in the U.S. in connection with the AQUADROPS® Hydrating Mouth Drops product. Summary data pertaining to these calls is attached hereto as Exhibit 1.
- Pursuant to a standard practice, customer comments are taken down verbatim, and are assigned categories, such as "like," "dislike," and "where to buy."
- Where consumers commented on the functionality of the product, its ability to hydrate, cause salivation, or its ability to relieve dry mouth, this information was also taken down verbatim, and key words recorded.
- 10. An unusually high number of the calls received in connection with the AQUADROPS® Hydrating Mouth Drops product (389 in total, including negative comments) commented on the functionality of the product to cause hydration, salivation or

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relieve drymouth. A summary of the calls having verbatim remarks relating to hydrating

effect, salivation effect or drymouth are attached at Tab 2.

11. Based on my years of experience reviewing similar data, I consider

the nature of the responses in these consumer calls to be unusually specific, with a high

proportion of calls relating to the functionality of the product.

12. These responses indicate that the AQUADROPS® Hydrating Mouth

Drops product was perceived by consumers as performing functionally in a way that was

noticeably different from other products on the market, and that could not be replicated or

substituted by other products on the market.

I declare further that all statements made herein of my own knowledge are true and

that all statements made on information and belief are believed to be true; and further, that

these statements were made with the knowledge that willful false statements and the like so

made are punishable by fine or imprisonment, or both, under Section 1001 of Title 18 of

the United States Code and that such willful false statements may jeopardize the validity of

the application or any patent issuing thereon.

Subscribed this 5 day of May, 2008

DONALDI MAVED

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EXHIBIT 1

Aqua Drops Consumer Care Data

	2003	2004	2005-2007
Where-to-buy	225	1,475	8,107
Like product	112	491	329
Dislike product	24	115	21
Ideas	20	102	46
Other	144	912	538
Totals	525	3,095	9,041

EXHIBIT 2

Received	Subject	S@ CONSUMER DATA: ALL COMMENTS CONTAINING TEXT STRINGS "hydrat", "saliva", OR "dry mouth" Verbatim	Q
	BRINGBK	AQUA DROPS SUGAR FREE HYDRATING MINTS	+~
	BRINGBK	THESE WERE GREAT FOR DRY MOUTH PLEASE BRING THEM BACK	+
8/23/2005		BRING BACK THE PRODUCT IT THE ONLY THING THAT HELPS DRY MOUTH	+
8/30/2005	BRINGBK	BRING BACK THE AQUA DROPS THEY HELP WITH DRY MOUTH	I
8/30/2005	BRINGBK	PLEASE BRING BACK THE PRODUCT IT HELPS WITH THE DRY MOUTH	I
		WHERE CAN I FIND THE PRODUCT MY HUSBAND LIKES THIS FLAVOR AND FOUND IT VERY	Т
9/15/2005	BRINGBK	HYDRATING	_
		SUGAR FREE VARIETY GAGS HER AND DON'T HELP WITH THE DRY MOUTH WHY CAN'T WE KEEP	
9/19/2005	BRINGBK	THEM AS A REGULAR PRODUCT	+
		REALLY LIKED THEM THEY REALLY HELPED WITH DRY MOUTH CANT FIND THEM IN ANY STORES	
10/18/2005		WANTS US TO BRING THEM BACK IF NO LONGER AVAILABLE	+
10/19/2005		BRING BACK THE PRODUCT IT WAS THE BEST THING FOR DRY MOUTH	+
	BRINGBK	SHE AND HER HUSBAND NEED THEM FOR THEIR DRY MOUTH WIFE USES AQUA DROPS FOR MEDICALLY NEEDED HYDRATION	+-
11/9/2005	BRINGBK	WONDERFUL PRODUCT RELIEVES HER DRY MOUTH AND FRESHENS HER BREATH ONLY PRODUCT	+
11/21/2005	DDINCDI	SHE FOUND THAT WORKS FOR HER	
11/28/2005		I RECOMMEND THIS TO PATIENTS WITH DRY MOUTH	+
17/20/2000	DKINGBK	WE ARE INTERESTED IN FINDING OUT MORE ON YOUR PRODUCT AS OUR PATIENTS HAVE	+
12/1/2005	BRINGBK	CHRONIC DRY MOUTH	
12/1/2000	DitillODIT	IS THERE A WAY I CAN GET THESE SHIPPED TO ME THEY ARE THE ONLY THING THAT WORKS FOR	+
12/14/2005	BRINGBK	DRY MOUTH	
12/19/2005	BRINGBK	CANT FIND AQUADROPS HYDRATING MINTS	\top
12/21/2005		WHERE CAN I FIND THEM THEY ARE VERY HELPFUL FOR HIS WIFES DRY MOUTH	T
12/28/2005		DRY MOUTH RELIEF THANKS FOR MAKING THEM	I
		I AM TAKING CHEMOTHERAPY AND IT IS A GREAT PRODUCT TO PROVIDE MOISTURE IN MY DRY	Т
1/4/2006	BRINGBK	MOUTH WHERE CAN I BUY IT	L
1/10/2006	BRINGBK	MY MOM HAS TROUBLE MAKING SALIVA WILL THIS HELP	I
		HELP ME FIND AQUADROPS TO HELP WITH THE SIDE EFFECT OF DRY MOUTH FROM	Т
	BRINGBK	CHEMOTHERAPY	1
1/27/2006	BRINGBK	CANT FIND AQUADROPS SUGAR FREE HYDRATING MINTS	+
		WANTS TO KNOW IF THERE IS ANY PLACE SHE CAN BUY THEM HUSBAND USES FOR HIS DRY	1
	BRINGBK	MOUTH FROM CHEMO	+
	BRINGBK	THIS PRODUCT HELPED WITH HER DRY MOUTH THE BEST PRODUCT I HAVE EVER USED FOR DRY MOUTH	+
2/9/2006	BRINGBK	THE BEST PRODUCT THAVE EVER USED FOR DRY MOOTH	+
014 010000	DD MIODIC	ONLY PRODUCT THAT HELPS WITH HER DRY MOUTH WANTS TO KNOW WHAT HAPPENED TO THEM	4
2/13/2006		THIS HELPED WITH DRY MOUTH AND WANTS IT RETURNED	+
2/15/2006		PLEASE BRING THIS BACK IT HELPED WITH DRY MOUTH	+
2/13/2000	BRINGBR	PLEASE BRING BACK PRODUCT VERY HELPFUL FOR PEOPLE WITH MEDICATIONS AND DRY MOUTH	+
2/23/2006	BRINGBK	FROM THE SIDE EFFECTS OF MEDICATIONS	
2/27/2006		GREAT RELIEF FROM MED INDUCED DRY MOUTH USING PRODUCT	+
EENEGGG	Dianopic	HAS NOT FOUND ANYTHING ELSE THAT WORKED WELL WITH HER DRY MOUTH LIKE AOUADROPS	T
3/22/2006	BRINGBK	AND CANT FIND THEM ANYWHERE	П
3/23/2006	BRINGBK	CANT FIND AQUADROPS HYDRATING MINTS	Т
3/23/2006	BRINGBK	WHERE CAN I FIND THEM THEY ARE HELPFUL FOR HER MOTHERS DRY MOUTH	Т
3/29/2006	BRINGBK	HAD CHRONIC DRY MOUTH AND WANTS THESE BACK ON THE MARKET	Т
3/31/2006	BRINGBK	THESE HELPED WITH HER DRY MOUTH AND WANTS THEM BACK ON THE MARKET	I
3/31/2006		WHERE CAN I FIND THEM HIS WIFE NEEDS THEM FOR DRY MOUTH	1
	BRINGBK	THESE HELPED WITH HER DRY MOUTH WITH HER MEDS	1
4/11/2006	BRINGBK	THESE WORKED GREAT FOR DRY MOUTH	4
4/21/2006		WORKED GREAT FOR DRY MOUTH	+
4/26/2006		THIS PRODUCT HELPED WITH DRY MOUTH	+
	BRINGBK	WHERE CAN I FIND THEM THEY HELP WITH MY DRY MOUTH	+
	BRINGBK	SAYS THIS HELPED WITH HER MEDS AND DRY MOUTH THIS HELPED HIS WIFE WITH HER MEDS AND DRY MOUTH	+
	BRINGBK	BEST PRODUCT I HAVE FOUND TO COMBAT DRY MOUTH DURING PUBLIC SPEAKING	+
5/10/2006 5/10/2006		THESE HELPED WITH HER DRY MOUTH DUE TO HER MEDS	+
5/15/2006		WHERE CAN I FIND ANY VARIETY THEY WORKED WONDERFUL WITH DRY MOUTH	+
3/13/2006	DIVINGEN	PLEASE KEEP MARKETING AQUADROPS SO THE OTHER DRY MOUTH SUFFERERS AND MYSELF	+
5/18/2006	BRINGRE	CAN HAVE SOME RELIEF WITH THIS PRODUCT	
5/19/2006		HELPED WITH HER DRY MOUTH WHILE TAKING HER MEDS	+
5/23/2006		WHERE CAN I FIND THEM IN MY AREA THEY HELP WITH MY DRY MOUTH	+
5/23/2006	BRINGBK	HELPED WITH HER DRY MOUTH	Ť
5/25/2006	BRINGBK	I HAVE DRY MOUTH AND THEY ARE THE ONLY THINGS I CAN TOLERATE AND THEY WORK	Ť
5/25/2006		HELPED WITH HER DRY MOUTH	T
5/26/2006		LOVED THIS PRODUCT BECASUE IT HELPED WITH HER DRY MOUTH	T
5/31/2006		WAS TRYING TO FIND THIS PRODUCT IT HELPED WITH DRY MOUTH	I
	BRINGBK	THIS HELPED WITH HER DRY MOUTH	Ι
6/1/2006			T
	BRINGBK	HELPED WITH HER DRY MOUTH THESE HELPED WITH HER DRY MOUTH	_

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12/28/2006 BRINGBK THE STORES AROUND HERE WERE I LIVE 21/2007 BRINGBK PLEASE BRING BACK AQUA BROPS US OLDER PEOPLE NEED IT TO SOOTHE OUR DRY MOUTH 21/2007 BRINGBK ADDRESS OF A ROUND AND THIS PRODUCT REALLY HELPS 1/24 TO THE STORES AROUND AND THIS PRODUCT BACK ON THE 22/21/2007 BRINGBK MARKET AS MY SALVIA CLANDS ARE RUNDER OF THE STORES AND THE PRODUCT BEACK ON THE 22/21/2007 BRINGBK REALLY LIKED THE PRODUCT BEACK OWN THE STORES AND THE PRODUCT BEACK OWN THE	12/13/2006	DIVINGEN		
2/12/2007 BRINGBK PLEASE BRING BACK AQUA DROPS US OLDER PEOPLE NEED IT TO SOOTHE OUR DRY MOUTH 2/15/2007 BRINGBK I MAS DRY MOUTH DUE TO RAQUATION AND THIS PRODUCT REALLY HELPS I AM A SIX YEAR CANCES BURNINGE AND WOULD LOVE TO HAVE THIS PRODUCT BACK ON THE 2/21/2007 BRINGBK I WANKET AS MY SALLVA CLANDS ARE RUBBLE STATEMENT OF BRINGBK IN THE STATEMENT OF BRINGBK IN THE BROWN BRINGER FRIEND IS UNDER COINC ADDITION THERAPY AND THEY WORK WONDERS FOR THE SIDE AFFECTS VERY DRY MOUTH BRINGBK BACK ACUA DROPS WE REFCOMMENT OF HEM POOR OUR PATIENTS WITH DRY WOUTH BRINGBK BACK ACUA DROPS WE REFCOMMENT OF HEM POOR OUR PATIENTS WITH DRY WOUTH	12/26/2006	BRINGBK		1
27152007 BRINGBK HAS DRY MOUTH DUE TO RADIATION AND THIS PRODUCT REALLY HELPS 1/21/2007 BRINGBK HAS DRY MOUTH DUE TO RADIATION AND THIS PRODUCT BACK WHEN THIS PRODUCT BACK ON THE 272/2007 BRINGBK REALLY URED THE PRODUCT RECAUSE MEMORITHM SHE SO NOTICES HER DRY MOUTH 272/2007 BRINGBK REALLY URED THE PRODUCT RECAUSE MEMORITHM SHE SO NOTICES HER DRY MOUTH 272/2007 BRINGBK WONDERS FOR THE SIDE AFFECTS YERV DRY MOUTH BRINGBK WONDERS FOR THE SIDE AFFECTS YERV DRY MOUTH BRINGBK BACK AGUIN ADDRESS WE REFOOMBRED THEM FOR PATIENTS WITH DRY MOUTH BRINGBK BACK AGUIN ADDRESS WE REFOOMBRED THEM FOR PATIENTS WITH DRY MOUTH BRINGBK BACK AGUIN ADDRESS WE REFOOMBRED THEM FOR OUR PATIENTS WITH DRY MOUTH BRINGBK AGUIN ADDRESS WE REFOOMBRED THEM FOR OUR PATIENTS WITH DRY MOUTH	1220,2000	- MINOUR		1
27152007 BRINGBK HAS DRY MOUTH DUE TO RADIATION AND THIS PRODUCT REALLY HELPS 1/21/2007 BRINGBK HAS DRY MOUTH DUE TO RADIATION AND THIS PRODUCT BACK WHEN THIS PRODUCT BACK ON THE 272/2007 BRINGBK REALLY URED THE PRODUCT RECAUSE MEMORITHM SHE SO NOTICES HER DRY MOUTH 272/2007 BRINGBK REALLY URED THE PRODUCT RECAUSE MEMORITHM SHE SO NOTICES HER DRY MOUTH 272/2007 BRINGBK WONDERS FOR THE SIDE AFFECTS YERV DRY MOUTH BRINGBK WONDERS FOR THE SIDE AFFECTS YERV DRY MOUTH BRINGBK BACK AGUIN ADDRESS WE REFOOMBRED THEM FOR PATIENTS WITH DRY MOUTH BRINGBK BACK AGUIN ADDRESS WE REFOOMBRED THEM FOR PATIENTS WITH DRY MOUTH BRINGBK BACK AGUIN ADDRESS WE REFOOMBRED THEM FOR OUR PATIENTS WITH DRY MOUTH BRINGBK AGUIN ADDRESS WE REFOOMBRED THEM FOR OUR PATIENTS WITH DRY MOUTH	2/12/2007	BRINGBK	PLEASE BRING BACK AQUA DROPS US OLDER PEOPLE NEED IT TO SOOTHE OUR DRY MOUTH	1
AM A SIX YEAR CANCER SURVIVOR AND WOULD LOVE TO HAVE THIS PRODUCT BACK ON THE 22272007 BRINGBK MARKET AM YSALIVA GLANDS ARE NUINED 22272007 BRINGBK REALLY LIKED THE PRODUCT BECAUSE MEDICATION SHE IS ON GIVES HER DRY MOUTH WANTS THEM BROUGHT BACK FREND IS UNDER GOING RADIATION THERAPY AND THEY WORK 22772007 BRINGBK WONDERS FOR THE SIDE AFFECTS VERY DRY MOUTH BRINGBK BACK AGUA ROPE OF REFECOMEND THEM FOR OUR PATIENTS WITH DRY MOUTH BRINGBK BACK AGUA ROPE OF REFECOMEND THEM FOR OUR PATIENTS WITH DRY MOUTH			HAS DRY MOUTH DUE TO RADIATION AND THIS PRODUCT REALLY HELPS	1
221/2007 BRINGBK MARKET AS MY SALIVA GLANDS ARE RUNNED 2/22/2007 BRINGBK REALLY LIKED THE PRODUCT BECAUSE MEDICATION SHE IS ON GIVES HER DRY MOUTH WANTS THEM BROUGHT BACK PRIEND IS UNDER GOING RADIATION THERAPY AND THEY WORK WONDERS FOR THE SIDE AFFECTS VERY DRY MOUTH BRING BACK AGUA ROPES WE REFOOMMEND THEM FOR OUR PATIENTS WITH DRY MOUTH				\top
2/22/2007 BRINGBK REALLY LIKED THE PRODUCT BECAUSE MEDICATION SHE IS ON GIVES HER DRY MOUTH WANTS THEM BROUGHT BLACK FIREN DS LINDER GROINE ADJATION THERAPY AND THEY WORK 2/27/2007 BRINGBK WONDERS FOR THE SIDE AFFECTS VERY DRY MOUTH BRING BACK AGUA ROPS GW REFCOMMEND THEM FOR OUR PATIENTS WITH DRY MOUTH	2/21/2007	BRINGBK	MARKET AS MY SALIVA GLANDS ARE RUINED	1
WANTS THEM BROUGHT BACK FRIEND IS UNDER GOING RADIATION THERAPY AND THEY WORK WONDERS FOR THE SIDE AFFECTS VERY DRY MOUTH BRING BACK AQUA DROPS WE RECOMMEND THEM FOR OUR PATIENTS WITH DRY MOUTH			REALLY LIKED THE PRODUCT BECAUSE MEDICATION SHE IS ON GIVES HER DRY MOUTH	1
2/27/2007 BRINGBK WONDERS FOR THE SIDE AFFECTS VERY DRY MOUTH BRING BACK AQUA DROPS WE RECOMMEND THEM FOR OUR PATIENTS WITH DRY MOUTH			WANTS THEM BROUGHT BACK FRIEND IS UNDER GOING RADIATION THERAPY AND THEY WORK	Т
BRING BACK AQUA DROPS WE RECOMMEND THEM FOR OUR PATIENTS WITH DRY MOUTH	2/27/2007	BRINGBK	WONDERS FOR THE SIDE AFFECTS VERY DRY MOUTH	1
3/1/2007 BRINGBK PROBLEMS			BRING BACK AQUA DROPS WE RECOMMEND THEM FOR OUR PATIENTS WITH DRY MOUTH	
	3/1/2007	BRINGBK	PROBLEMS	1

eceived	Subject	Verbatim
		CANCER SURVIVORS REALLY NEED THIS PRODUCT BROUGHT BACK PEOPLE THAT HAVE HEAD
		AND MOUTH RADIATION LOOSE THE ABILITY TO CREATE ANY SALIVA. THERE IS NO OTHER
		PRODUCT ON THE MARKET THAT HELPS AS CANCER SURVIVORS WE NEED THIS BACK AS QUICKLY
3/22/2007		AS POSSIBLE PLEASE
3/29/2007	BRINGBK	I WANT THIS PRODUCT BACK IT IS GOOD FOR MY DRY MOUTH
		LOOKING FOR AQUA DROPS PLEASE BRING THE PRODUCT BACK SHE HAS A DISEASE THAT DOES
4/6/2007	BRINGBK	NOT ALLOW HER TO CREATE SALIVA AND IT HELPED HER A GREAT DEAL
		WOULD LIKE THIS PRODUCT BOUGHT BACK FOR THOSE THAT HAVE CHRONIC DRY MOUTH
	BRINGBK	PROBLEMS
4/10/2007	BRINGBK	I HAVE DRY MOUTH AND WOULD LOVE SEEING THESE BACK AS THEY HELP
		CAROL FROM SAN FRANCISCO AQUA DROPS SHE HAS A SEVERE HYDRATING PROBLEM AND THIS
		IS THE ONLY PRODUCT ON THE MARKET THAT HELPS HER SHE HAS ONLY 1 LEFT SHE HAS TMJ
4/24/2007		AND CANNOT CHEW GUM
	BRINGBK	WHERE CAN I FIND THESE THEY REALLY HELPED MY DRY MOUTH
5/11/2007	BRINGBK	PLEASE BRING BACK THE AQUA DROPS THEY ARE GOOD FOR DRY MOUTH
		BRING IT BACK SHE TAKES MEDICATION AND THAT IS THE ONLY THING THAT HELPED HER DRY
5/14/2007		MOUTH FROM HER MEDS
	BRINGBK	WHERE CAN I FIND THESE AQUA DROPS THEY REALLY HELP MY DRY MOUTH
7/9/2007	BRINGBK	PLEASE BRING BACK THE PRODUCT BROTHER IS DIABETIC AND LOVED IT FOR DRY MOUTH
		PLEASE BRING THIS PRODUCT BACK AS THERE ARE MANY PEOPLE WITH ILLNESSES THAT CAUSE
	BRINGBK	DRY MOUTH AND THIS PRODUCT WAS IDEAL FOR IT
7/27/2007	BRINGBK	IS ON MEDICATION AQUA DROPS WERE THE ONLY THINGS THAT HELPED HER DRY MOUTH
		MY PULMONARY GROUP LOVED THEM BECAUSE THEY REALLY HELPED DRY MOUTH BRING THEM
7/31/2007		BACK
8/4/2004		want to order a case have dry mouth from depression from medicine
10/14/2003		where can i find them they are wonderful help with my dry mouth after taking medication
12/10/2003		where can I find them have cronic dry mouth
1/23/2004	CANTFIND	where can i buy i have cancer and a very dry mouth
		husband is a cancer patient and discovered the aqua drops i cannot find them anywhere and he only has
	CANTFIND	one pkg left he has been relying on them for dry mouth
3/5/2004	CANTFIND	cant find them looked in grocery stores on lipitor and it gives you dry mouth this works great
3/10/2004	CANTFIND	have sogrins and this is the best for my dry mouth
3/15/2004	CANTFIND	where can i find these my husband has throat cancer and his saliva gland was destroyed
3/26/2004	CANTFIND	believe you make a product called AquaDrops Hydrating Mints I am in the United States How may I get mints
4/26/2004	CANTFIND	cant find in my area daughter sent from VA helps my husband he gets dry mouth
5/3/2004	CANTFIND	have so many patients with dry mouth. I have not seen Aqua Drops yet in our area. Do you have samples
	CANTFIND	son uses for dry mouth cant find anymore tried cvs target walgreens eckert
		Live in the Kansas City MO area and was able to find them at a WalMart. Dad had throat cancer and these
8/9/2004	CANTFIND	helped hydrate him
	CANTFIND	where can i find these they help me with my dry mouth syndrome
		many of my medications cause dry mouth so your products sound great but I called every store in the area
9/14/2004	CANTFIND	and no one carry your product I live in Milwaukee Wisconsin
	CANTFIND	trying to find for my mother she has dry mouth from medication
10/21/2004		has Sjogren Syndrome no saliva or moisture in body cant find product
11/17/2004		great product really works with dry mouth from cancer treatments
11/30/2004		daughter gave her aqua drops for dry mouth helps where can she buy them here cant find
	CANTFIND	CANT FIND THESE THEY REALLY HELP WITH DRY MOUTH
	CANTFIND	REALLY LIKES THESE FOR DRY MOUTH WHERE CAN I FIND THEM
	CANTFIND	CANT FIND AQUA DROPS I AM ON MEDICATION IT HELPS MY DRY MOUTH
	CANTFIND	CANNOT FIND THEM IN MY AREA FOR CHEMOTHERAPY PATIENT HAS NO SALIVARY GLANDS
U/3/2005	ONNITTINU	UNABLE TO GET LOCALLY AND NEEDS THEM FOR A MEDICAL CONDITION THAT GIVES HER SEVER
7/12/2005	CANTFIND	DRY MOUTH
7/13/2005	OUNTLIND	CANT FIND CANDIES ANY MOREAQUADROPS IN ANY FLAVOR REALLY HELP THE DRY MOUTH
7450005	CANTFIND	ICAUSED BY MEDICATIONS
7/10/2000	CANTEIND	ICAN YOU PLEASE TELL ME WHERE I CAN GET YOUR PRODUCT MY HUSBAND HAS NO SALIVA
0/6/2005	CANTFIND	GLANDS THAT WORK SINCE HIS CANCER RADIATION FOR ORAL CANCER AND LOVES THEM
6/29/2004		I found it's mint flavor weak and hydrating part of the mint disqusting
11/11/2004		the candies tasted awful and it gave her dry mouth
11/11/2004	DIOPLY	pkg is misleading it says agua which means water also any mint would hydrate and increase saliva i think
8/28/2003	DISEBBOD	this product is beneath you
9/15/2003		did not hydrate my mouth
10/1/2003	DISPROD	dont like the taste of it does not help my dry mouth do take medication
44/5/0000	DIEDBOR	deat the them, didn't hadrete may mouth and the flavor should be quester, not what it to account to
11/5/2003	DISPROD	dont like them didnt hydrate my mouth and the flavor should be sweeter not what i thought they would be
	DIODDOF	there is no water in them almost died they actually dehydrate only sugar and corn syrup do you have a
11/11/2003		dictionary for hydrate false advertisment
11/14/2003		tasted horrible and not hydrating at all
11/17/2003	DISPROD	did not hydrate me
		just terrible tasting no hydrating effect by the time i drove 5 miles i had dry mouth again and a terrible taste in
11/21/2003		my mouth

Received	Subject	Verbatim	Qty
12/9/2003	DISPROD	did not provide hydration	1
		sorry to report that the AquaDrops are less than satisfactory. The dark blue side Instant Hydration was	
12/29/2003		especially disgusting	1
	DISPROD	dont like them they dont do what you say about instant hydration and there is no last effect	1
	DISPROD	does not hydrate my mouth and feels like it make throat itch the drops are not hydrating and it doesnt taste like a mint more like a cough drop like medicine	1
2/24/2004	DISPROD	does not hydrate as good as I thought	1
	DISPROD	they don't hydrate as good as a tick tac	1
	DISPROD	these are just as hydrating as any other hard candy and dont even taste good	1
	DISPROD	didnt notice mouth being any more hydrated though flavor is refreshing	1
	DISPROD	aqua drops did not hydrate my body	1
	DISPROD	just found that they do not hydrate they just create salvia	1
6/1/2004	DISPROD	first time I have tried them they taste gross and don't hydrate my mouth	1
	DISPROD	didnt hydrate at all	1
7/2/2004	DISPROD	candies did not instantly hydrate me not lasting refreshment	1
		I did not feel hydrated or refreshed I had a nasty taste in my mouth and a sticky feeling that would not go away	1 .
	DISPROD	for a white after I would never buy them again and I wouldn't even eat another one	1
	DISPROD	these do not rehydrate me i am still dehydrated	1
	DISPROD	did seem to hydrate as you said it would have tried them 3 x dont care for at all they don't hydrate me and they don't taste good	1
	DISPROD	not very strong and dont keep mouth hydrated	1
	DISPROD	does not hydrate like you say it does	1
10/18/2004		did not like the taste did not hydrate mouth consumer wants replacement with money	1
	DISPROD	Likes them a lot but this time same flavor but no hydration no lasting	1
11/29/2004		Dissatisfied because hydration did not last too long	1
12/2/2004	DISPROD	it tastes good but shouldnt be advertised as hydration	1
12/17/2004	DISPROD	doesnt help at all with dry mouth makes you thirstier	1
12/22/2004	DISPROD	said it is not an instant hydration and will not buy it again	1
			1
3/22/2005	DISPROD	CONSUMER DOES NOT LIKE THE PRODUCT SAYS IT DID NOT HELP HER WITH HER DRY MOUTH	1
		DOESN'T REALLY STIMULATE SALIVATION IT FEELS KIND OF GUMMY AND DOESN'T LIKE THE MINT	1
	DISPROD	FLAVOR DISAPPOINTED WITH PRODUCT DID NOT HYDRATE	1
4/25/2005	DISPROD	USED YOUR PRODUCT WHILE IN ISREAL DESERT AND GOT DEHYDRATED YOUR BOX SAYS IT	
7/24/2005	DISPROD	HYDRATES	1
10/12/2005		THEY WERE NOT REFRESHING OR HYDRATING IN MY PERSONAL OPINION	1
10/12/2000	BIOI INOB	WANTS TO BE REIMBURSED BECAUSE DENTIST TOLD NOT TO TAKE THEM NOT GOOD FOR DRY	_
10/27/2005	DISPROD	MOUTH BECAUSE OF THE SUGAR AND SYRUPS IN THEM	1
		THE PACKAGE GIVES THE IMPRESSION THAT THE AQUA DROP WOULD QUICKLY DISSOLVE TO	
	DISPROD	HYDRATE MY MOUTH THEY DONT	1
7/31/2003	LIKE	keeps grandma hydrated helps her vertigo also its great my husband got a sample at a convention	1
		the best wonderful ive been on oxygen for 10 yrs and this is the first time i have felt real relief from dry mouth	١.
8/27/2003		i had both flavors	1
8/29/2003		they are perfect for my cancer patients who suffer from dry mouth	1
9/4/2003		the best for dry mouth product is great cancer patient and has dry mouth every since kemo	1
9/17/2003	LIKE	they are great my mother is being treated for cancer of the throat and they work just great to hydrate her	+
9/23/2003	LIVE	mouth	1
8)23/2003	LIKE	enjoyed the moutwatering experience and thought this would be a good product for her patients with dry	-
10/2/2003	LIKE	mouth symptom	1
- SIDECCO			Т
10/3/2003		they are wonderful i suffer from dry mouth due to medications and these really work and last a long time	1
10/7/2003	LIKE	they are great my dentist recommended them i suffer from dry mouth	1
10/20/2003		we love them. They are very tasty and wonderful for dry mouth.	1
10/20/2003		great product really works for dry mouth can you make it sugar free	1
10/22/2003	LIKE	love for my mother for dry mouth	1
		love them they definitely hydrate your mouth shes a smoker and drinks coffee and it is amazing how well	1
10/28/2003		they work love them really helps my dry mouth	1
11/11/2003		they are wonderful for me i suffer from shogrins syndrome and these work to keep my mouth hydrated	1
11/11/2003		great product really helps with my dry mouth where can i buy more	1
11/18/2003		loved them for illness of dry mouth have a disease	1
11/21/2003		great product for my dry mouth	1
11/21/2003		i have MS medication aqua drops really relieved my dry mouth	1
11/25/2003		love them for my dry mouth	1
11/26/2003	LIKE	really help her dry mouth have used professional things nothing compares to this product	1
12/8/2003	LIKE	wonderful great for people who suffer from dry mouth or if you have to present in front of people	1
12/15/2003	LIKE	these are great im a singer and they really help keep my throat hydrated for long performances	1
12/15/2003		love them for dry mouth	1
12/16/2003		these deal with dry mouth perfectly	1
12/24/2003	LIKE	singers paradise hydrates throat and recommend to others please continue to make	1
12/29/2003	JLIKE	lave them with dry mouth	1

Received	Subject	Verbatim	Qty
		best i ever found for instant hydration i am a tongue cancer survivor and suffer from dry mouth these are	
12/30/2003		marvelous	1
1/6/2004	LIKE	these are the only thing that cures the medical condition dry mouth	1
1/6/2004	LIKE	really help with my dry mouth these are so good they help me with my dry mouth	1
1/1/2004	LIKE	arese are so good arey help the warminy dry model	+-
1/7/2004	LIKE	am so excited that you came out with this product it helps me with my dry mouth while i am on chemotherapy	1
1/9/2004	LIKE	really great for dry mouth	1
1/9/2004	LIKE	love them for my dry mouth	1
1/12/2004		i love these they taste great and do hydrate your mouth	1
1/13/2004	LIKE	love them for my dry mouth	1
1/15/2004		like them for wifes dry mouth	1
1/19/2004		we really like them, they are so good for people on medication and for dry mouth i appreciate these they help cure my dry mouth	1
1/23/2004		really love them for my dry mouth	1
1/27/2004		love the hydration effect for my dry mouth	1
1/27/2004		bought citrus flavor by mistake really only wanted mint package says hydrating mints	1
1/28/2004		love them for my dry mouth	1
1/30/2004		they are the best they do hydrate and last longer than other mint types of candy	1
2/2/2004		this is a great product really great for dry mouth syndrome	1
2/13/2004	LIKE	love them for my dry mouth	1
2/16/2004	LIKE	best for my dry mouth	+-!
2/23/2004		great product I had cancer lost my saliva glands i love the great flavor of these and they really do hydrate my mouth	1 1 1 1 1 1
3/1/2004 3/1/2004	LIKE	help with dry mouth caused by radiation	++
3/1/2004	LIKE	great product really helps with my dry mouth but they are very hard to find	+ 1
3/1/2004	LIKE	really enjoy these are a remedy for dry mouth	1
3/4/2004		i absolutely love these i talk a lot during the day and they keep mouth hydrated and fresh	1
3/8/2004		i like the way these hydrate your mouth	1
3/8/2004	LIKE	have sogrins from Lupis love these for my dry mouth	1
3/9/2004		really like these they help my dry mouth	1
3/10/2004		these are wonderful for dry mouth relief	1
3/10/2004		they are wonderful for dry mouth relief	1
3/11/2004 3/12/2004		love them for my dry mouth take medication it works so good for dry mouth	1
3/15/2004		cant find them husband has sograms dry mouth	1
3/23/2004		they are the best for my dry mouth	1 1
3/25/2004		love them husband dry mouth taking medication	1
3/29/2004	LIKE	love them have continuous dry mouth always carry a water bottle	1
4/1/2004		these are amazing truly instantaneous hydration	1
4/5/2004		thank you so much i havent felt this hydrated in 5 years	1
4/5/2004		they are refreshing as well as hydrating	1
4/5/2004		it does what it says hydrates dont need gum any more	1
4/7/2004	LIKE	great product really helps with my dry mouth tried and everyone at one turned on to them good because take alot medication and cant chew gum for dry	+-
4/9/2004	LIKE	mouth	1
4/14/2004		they are absolutely wonderful they help my dry mouth	1
4/15/2004		they are the only thingk i have found so far that helps dry mouth	1
4/15/2004		i like them they seem to work i suffer from a dry mouth problem i have tried many different products	1
4/22/2004		they work great in hydrating my mouth	1
		great product IMMEDIATELY my mouth was rehydrated and refreshed. It was almost like being in a	1.
4/28/2004		commercial	1 1
4/29/2004		love the mint flavor for my dry mouth really helps with my dry mouth can you send a coupon	1
4/29/2004 5/3/2004		great product really helps with dry mouth	1
5/3/2004		constantly dehydrated these are extremely helpful to me	1
5/5/2004		i suffer from dry mouth aqua drops really help	1
		pretty good idea and they are good its just that once they leave your mouth they don't continue to hydrate	
5/10/2004	LIKE	unless you drink gatorade with it	1
6/9/2004		suffer from dry mouth they are great	1
6/11/2004		love them for dry mouth	+1
6/17/2004		aqua drops are dream come true for my dry mouth	+-1
7/1/2004 7/12/2004		these have really helped with my dry mouth and throat great product really helps with my dry mouth show this product to my doctor	1
7/15/2004	LIKE	these are great suffer from dry mouth and these are fantastic had mint and citrus	+ 1
8/4/2004	LIKE	im a diabetic this really helps to hydrate my mouth but they are very hard to find	1
8/5/2004	LIKE	these are really good and they work for my dry mouth	1
8/12/2004	LIKE	suffer with dry mouth this product is a life saver	1 1
8/27/2004		they are wonderful help me with my dry mouth symptom	1
8/30/2004		aqua drops they are fabulous take medication and i have dry mouth	1 1
9/2/2004	LIKE	great product really helps my dry mouth	1
9/7/2004	LIKE	great product really helps my dry mouth	1

Received	Subject	Verbatim	Qty
9/8/2004		i love them for my dry mouth that was inherited from my mother	1
9/15/2004		like them for my dry mouth	1
9/15/2004		like them very much for taste have dry mouth from medication and the fact it is sugar free	1
9/16/2004		love them for my dry mouth the greatest	1
9/21/2004	LIKE	great product really helps with my dry mouth	1
9/21/2004	LIKE	really helps with my dry mouth very hard to find in kaufman tx	1
9/27/2004	LIKE	great product really helps with my dry mouth	1
10/8/2004	LIKE	they are so helpful with my dry mouth syndrom	1
10/12/2004	LIKE	i just love them they really work to hydrate your mouth	1
10/13/2004		really likes them they help with dry mouth	1
10/25/2004	LIKE	is on medication has dry mouth problems product helps a lot wanted to tell you how great these Aquadrops are I suffer from a constantly dry mouth and these make my	+-'
10/28/2004	LIVE	mouth feel scococoo much better	1
11/1/2004		really like them for his dry mouth at night time	1
11/2/2004		help me immensily take lot of meds and have chronic dry mouth this is grest	1
11/2/2004		has to take medication so she gets dry mouth these help a lot	1
11/3/2004		called to praise aquadrops how much the soldiers in Iraq love them hydrates their mouth	1
1		the product is very good for the diabetic people they should do more marketing in the health web sites and	
11/9/2004	LIKE	other so people that have a serious dry mouth can purchase them	1
11/29/2004		My husband uses them for his dry mouth they are very helpful	1
11/29/2004	LIKE	they work for dry mouth she takes a lot of medication likes all the flavors	1
11/30/2004		there are her favorite flavor they are great for her dry mouth	1
12/3/2004	LIKE	theyre great for hydration	1
12/8/2004	LIKE	likes them because they are very good for her dry mouth	1
12/14/2004	LIKE	likes it alot helps her dry mouth	1
1/26/2005		LIKE THE PRODUCT BECAUSE IT IS EVERY GOOD FOR HER DRY MOUTH	1 1 1 1 1 1 1 1
1/31/2005		LOVES THE PRODUCT IT HELPED HER DRY MOUTH	+-;
2/1/2005		LIKES IT HELPS DRY MOUTH CONSUMER LOVES THE PRODUCT PREVENTS HIM FROM DRY MOUTH	+ +
2/3/2005		CONSUMER LOVES THE PRODUCT PREVENTS HIM PROMIDRY MOUTH	1
2/4/2005		CONSUMER LOVES THE PRODUCT HELPS WITH DRY MOUTH	+;
2/8/2005		AQUA DROPS HELP WITH THEIR DRY MOUTH	1
2/8/2005		LOVES THE MINTS AND THEY REALLY DO HYDRATE LIKE ADVERTISED	1
2/8/2005		I OVES THE HYDRATION IT PROVIDES	1
		YOUR PRODUCT IS THE FIRST THAT HAS GIVEN MUCH RELIEF FOR MY DRY MOUTH THANK YOU SO	
2/9/2005	LIKE	MUCH	1
2/9/2005	LIKE	I HAVE DIABETES AQUA DROPS REALLY HELP WITH MY DRY MOUTH	1
2/19/2005	LIKE	LIKES THE PRODUCT HELPS HER WITH DRY MOUTH	1
		WANT TO THANK YOU FOR INVENTING AQUA DROPS I JUST STARTED TAKING A PERSCRIPTION	
		THAT CAUSES ME TO BE VERY DEHYDRATED AND HAVING AQUA DROPS ON HAND IS VERY	١.
2/23/2005	LIKE	HELPFUL HELPFUL	1
		THANK YOU AQUADROPS HAVE A MEDICAL CONDITION THAT I TAKE ALOT OF MEDS FOR A MAJOR SIDE EFFECT IS DRY MOUTH	1
2/25/2005		CONSUMER LIKES THE PRODUCT HELPS WITH DRY MOUTH	1
2/28/2005 3/1/2005		CONSUMER LIKES THE PRODUCT HELPS WITH DRY MOUTH	1
3/1/2005	LIKE	CONSUMER REALLY LIKES THE PRODUCT AND IT KEEPS HER FROM HAVING DRY MOUTH	1
3/14/2005	LIKE	THESE HELP WITH THE DRY MOUTH SHE GETS FROM HER RADIATION TREATMENT	1
3/21/2005	LIKE	THESE ARE GREAT THEY ARE HYDRATING	1
3/21/2005		SHE LIKES THAT THEY HELP HER WITH HER DRY MOUTH	1
4/4/2005		CONSUMER LIKES THE PRODUCT IT HELPS HER WITH THE DRY MOUTH	1
		WORKS FOR A PSYCHOLOGICAL OFFICE AND DEALS WITH PATIENTS WHO HAVE FREQUENT DRY	T
4/14/2005		MOUTH AND THIS PRODUCTS WORKS GREAT FOR THEM	1
4/21/2005		CONSUMER LIKES THE PRODUCT FOR HER DRY MOUTH	1
4/27/2005		LOVE AQUADROPS IT HELPS MY DRY MOUTH	1
4/27/2005		LOVE THEM BECAUSE I HAVE DRY MOUTH PROBLEMS	1
4/28/2005		LIKE THE PRODUCT FOR DRY MOUTH	1
5/2/2005		THEY ARE THE BEST THING FOR A DRY MOUTH LIKE PRODUCT VERY REFRESHING AND HYDRATING	1
5/3/2005 5/4/2005		LOVES THE PRODUCT HELPS WITH HER MEDICAL CONDITION THAT GIVES HER A DRY MOUTH	1
3/4/2005	LIKE	ECVES THE PRODUCT HES SWITTHER WESTONE CONDITION THAT GIVES HER A SIXT WOOTH	+
5/31/2005	LIKE	I REALLY LIKE THE PRODUCT ESPECIALLY HOW IT HELPS MY DRY MOUTH MEDICAL CONDITION	1
OTO ITE OOO		I LOVE AQUA DROPS MY HUSBAND USES YOUR PRODUCT EVERY DAY DUE TO THE DRY MOUTH HE	1
6/16/2005	LIKE	GETS WITH CERTAIN MEDICATIONS	1
6/16/2005		THIS PRODUCT IS ALL THAT HELPED HER DRY MOUTH	1
		AQUA DROPS ARE AWESOME I WAS SO IMPRESSED. THEY REALLY DO HYDRATE YOUR MOUTH	
6/28/2005	LIKE	AND KEEP IT FRESH	1
7/6/2005		MY MOTHER LIKES THE PRODUCT IT HELPS WITH HER DRY MOUTH DUE TO A MEDICAL CONDITION	1 1
8/3/2005	LIKE	THESE ARE ARE REALLY HELPFUL FOR ME BECAUSE I HAVE DRY MOUTH FROM MEDICATION WRITING TO TELL YOU HOW MUCH LAPPRECIATE YOUR PRODUCT WORK WITH PATIENTS WHO	1
		HAVE A VARIETY OF DISORDERS WHICH OFTEN RESULT IN DRY MOUTH NECK AND THROAT	
DIAMONT.	LIVE	CANCER	1 4
8/4/2005	Trint	ONROLIS	1

	Subject	Verbatim MY HUSBAND LIKES THE PRODUCT ESPECIALLY FOR THE HYDRATION IT PROVIDES	-
8/11/2005		MY HUSBAND LIKES THE PRODUCT ESPECIALLY FOR THE HUBBAND THE PROVIDES	-
8/26/2005	LIKE	CONSUMER LOVES THE PRODUCT IT HELPS HER WITH HER DRY MOUTH	-
		I REALLY LIKE THE PRODUCT WITH MY MEDICAL CONDITION I CANNOT DRINK A LOT OF WATER	
9/6/2005		AND THIS PRODUCT HELPS WITH HYDRATION	-
9/12/2005	LIKE	THESE TASTE GREAT AND REALLY STIMULATE THE SALIVARY GLANDS	_
		YOUR PRODUCT IS WONDERFUL I RECOMMEND IT TO MY CHEMO PATIENTS TO HELP WITH DRY	
9/12/2005	LIKE	MOUTH	_
9/13/2005	LIKE	I LIKE THE PRODUCT ESPECIALLY THE HYDRATING EFFECT	_
		THEY SAVE MY LIFE DURING RADIATION TREATMENTS FOR CANCER BY KEEPING MY MOUTH	
10/3/2005	LIKE	HYDRATED I LOVE THEM	
		SHE LIKES THEM BECAUSE THEY ARE HELPFUL WITH HYDRATING HER MOUTH DURING	
10/26/2005	LIKE	CHEMOTHERAPY	
10/15/2003		want for my patients love them for dry mouth	
		tried your product and found it to be very effective in refreshing a dry mouth. I want to recommend it to the	
12/10/2003	SAMPLE.	dialysis patients that I counsel.	
1/12/2004		many of our patients suffer from dry mouth as a side effect of medication Bone Marrow Transplant clinic	
	0	registered nurse in a busy oncology practice our patients experience very dry mouths would really like to	
1/16/2004	SAMPLE	know if you could possibly send us some samples	
171012004	OPOVII EL	mental health agency where we prescribe psychotropic medications which cause dry mouth Would it be	_
1/16/2004	CAMBIE	possible to get samples	
1/23/2004		counsel dialysis patients who suffer from dry mouth can you send samples	
1/23/2004	SAWIFLE	always looking for hydrating help for their patients with dry mouths due to medication side effects or those wi	1
010/0004	CAMPIE	have fluid restrictions	
2/2/2004	SAMPLE	nave nuio restrictions	-
		am a Dental Hydienist with many patients who suffer from dry mouth symptoms can you send samples	
2/18/2004	SAMPLE	dietitian that works with people on hemodialysis Part of their dietary restrictions include limiting fluid intake	-
		dietitian that works with people on nemodialysis. Part of their dietary restrictions include infilling hold imake	
	SAMPLE	thirst and dry mouth are major issues any samples	-
	SAMPLE	do you have any samples for patients have with dry mouth	_
3/17/2004		patients really liked them they helped greatly with their dry mouth syndrome would like samples	
3/19/2004		wondering if you provide samples so we can promote product in our office for people with dry mouth	_
3/31/2004	SAMPLE	urologists office would like samples to give to patients to treat symptoms of dry mouth after medication	_
		dental hygienist I am always interested in products to help relieve dry mouth for some of my patients Do you	
4/14/2004	SAMPLE	offer any free samples	
4/23/2004	SAMPLE	I am a dentist with patients complaining of dry mouth could we have samples	
		Dental Assistant, working with indigent HIV/AIDS patients who often get Dry Mouth syndrome from their	
4/29/2004	SAMPLE	medications and wonder if you have an SAMPLES	
HEO/EGG !		i work for a dialysis center we are always looking for ways to help our patients who suffer from dry mouth ca	ar
6/7/2004	SAMPLE	you send samples	
6/10/2004		see numerous CA patients in our practice could we be sent samples to give for dry mouth	
G 1012004		Center for Liver Diseases patients are treated with a medication that sometimes causes dry mouth. Do you	
6/17/2004	CAMBIE	ever provide samples	
7/22/2004		Dentist looking for products for pts with dry mouth	_
112212004	SAWIFLE	would like to receive samples along with coupons for my patients. Dialysis patients have to limit how much	_
7/07/0004	CAMPLE	fluid they drink each day and often suffer from dry mouth	
7/27/2004	SAMPLE	Aquadrops for chemotherapy patients These mints are wonderful for promoting salivation is it possible to	-
8/12/2004	SAMPLE	receive samples of these to give to our patients	-
	I	hospice nurse these are great for patients on chemo and radiation who suffer from dry mouth i havent found	
8/13/2004		anything better	_
8/20/2004	SAMPLE	samples to give to our oral cancer patients with dry mouth problems	
		work with patients that suffer from xerostomia dry mouth we have been reccomending aqua drops do you	
8/23/2004	SAMPLE	have samples	_
9/29/2004	SAMPLE	MAY I HAVE SOME FREE SAMPLES FOR PATIENTS WITH DRY MOUTH	
10/7/2004	SAMPLE	can you send samples or coupons for my patients complaining of dry mouth	_
	SAMPLE	DO WE HAVE ANY SAMPLES AVAILABLE THEY HAVE ALOT OF PATIENTS WITH DRY MOUTHS	